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Intellectual Property Administration  
3404 E. Harmony Road  
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PATENT APPLICATION

ATTORNEY DOCKET NO. 500201991-2

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Eric Owhadi et al.

Confirmation No.: 9562

Application No.: 10/652,892

Examiner: Tuyetlien T. Tran

Filing Date: August 29, 2003

Group Art Unit: 2179

Title: Technical Support Systems and Methods for Use in Providing Technical Support

Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**NOTICE OF APPEAL FROM THE EXAMINER TO THE  
BOARD OF PATENT APPEALS AND INTERFERENCES**

Applicant hereby appeals to the Board of Patent Appeals and Interferences from the decision of the examiner date,  
05/12/2011, rejecting the following claims 1-20

- ☒ The fee for filing this Notice of Appeal is \$540.00 (37 CFR 41.20). minus \$510 previously paid for  
☐ No Additional Fee Required. Notice of Appeal filed October 25, 2007.

(complete (a) or (b) as applicable)

The proceedings herein are for a patent application and the provisions of 37 CFR 1.13 6(a) apply.

- ☐ (a) Applicant petitions for an extension of time under 37 CFR 1.136 (FEES: 37 CFR 1.17 (a)-(d) for the total  
number of months checked below:

☐ 1st Month  
\$130

☐ 2nd Month  
\$490

☐ 3rd Month  
\$1110

☐ 4th Month  
\$1730

- ☐ The extension fee has already been filed in this application

- ☒ (b) Applicant believes that no extension of time is required. However, this conditional petition is being  
made to provide for the possibility that applicant has inadvertently overlooked the need for a petition and  
fee for extension of time.

Please charge to Deposit Account **08-2025** the sum of \$30.00. At any time during the pendency of this application,  
please charge any fees required or credit any over payment to Deposit Account **08-2025** pursuant to 37 CFR 1.25.  
Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any  
other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is  
enclosed.

Respectfully submitted,

Eric Owhadi et al.

By: /Steven L. Nichols/

Steven L. Nichols

Attorney/Agent for Applicant(s)

Reg No. : 40,326

Date : July 12, 2011

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